

Xtend Voice Logger is a multi-channel voice logging tool that works with audio channels as well as analog and digital telephone lines. Xtend Voice Logger helps in improving customer service by enabling your support staff and supervisors to review the actual telephone conversation with your customer, assuring that you can address the pending issues quickly and fairly. The logged conversations ensure that your support staff complies with the company guidelines on how to interact with customers.

Voice logs can be used to implement personnel performance reviews, perform self-appraisal and can be used to train customer support staff to handle calls in difficult situations. The presence of voice logs also ensures that records are maintained for resolving customer grievances and disputes.

## Standalone Voice Logger

Standalone Voice Logger is a rack mountable device that has all necessary components to store and implement voice logging for Analog, Digital & VoIP lines. Typically a Standalone Voice Logger requires only the necessary power supply, telephone lines to log and an Ethernet connection.

Configuration and use of the Standalone Voice Logger is via the embedded web interface. Since the unit comes pre-configured for use, it is easy to setup and is a fit and forget device. The device comes in 4/8/12/16/24/32/..../128 ports configurations and can be field upgraded when required.

The Standalone Voice Logger stores recorded voice internally on hard disks and a typical installation using a 1 TB hard disk results in around more than 1,80,000 hours of storage when compression is enabled. Auto-deletion of older records on exhaustion of disk space can be enabled to provide maintenance-free functioning.



### ● Audio Logs Of All Calls

Xtend Voice Logger records conversations of all incoming and outgoing calls.

### ● Web Browser User-Interface

An easy-to-use browser-based user interface makes the Voice Logging System accessible from any part of the world. The browser-based user interface of the Voice Logger helps the supervisors/managers and top-level management to administer and monitor the whole system. Once they login to the browser interface they can go through the logged conversations and generate reports for further investigation.

### ● Multi-user Login Facility

Multiple users having different access levels can login through the browser interface (for eg., administrator, user, etc.). The access controls can be set individually for each user.

### ● Audio Compression Capability

Xtend Voice Logger is capable of compressing the logged audio files at various levels. Any voice record can be exported in the industry standard MP3/PCM/GSM formats.

### ● Logs Complete Call Details

Each record comprises of complete call details like the type of call (incoming/outgoing), date, time and duration of the call, caller's phone number, dialed phone number.

### ● Advanced Reports

Voice Logger generates advanced reports to review performance of the staff and the organisation. Different reports can be viewed on the basis of present day, month or a specific time period (even from date of installation of the Xtend Voice Logger).

### ● Powerful Search Capability

Xtend Voice Logger has a powerful 'filter search' tool to search through the complete call details to locate specific calls. The tool filters the call details based on the criteria defined by the user.

### ● Encrypted And Tamper Resistant Storage

All recorded audio files are stored encrypted together with a hash to prevent copying or modification of telephone conversations.

- **Ability To Tag And Comment Logs**

Ability to add comments and tag calls enables one to quickly retrieve a previously tagged or commented voice record. Comments and tags are searchable to easily locate records.

- **Archiving Capability**

Backups can be taken via the web interface to a specified folder or CD/DVD. Ability to backup to a ZIP file is also present. Older records can be auto-deleted based on available disk space.

## Software Features

### User-friendly & Feature-rich Web Interface

- Remote secure access with multi-login facility
- User accounts with administrative privileges
- Multiple supervisor accounts with access from different branch stations
- Unified architecture with centralised management
- Multi-channel recording capabilities
- Supports analog trunk/extensions
- Supports DTMF and FSK Caller-IDs
- Capable to integrate with existing telephony infrastructure

### Security And Encryption

- Tamper-evident and tamper-resistant storage of all recorded telephone conversations and call details
- Encrypted storage of all recorded telephone conversations and call details using Public key/Private key and Blowfish encryption
- Storage of call detail metadata along with each individual call audio to aid in call record reconstruction in case of system corruption
- Encrypted, tamper-evident and tamper-resistant backup and restore functionality

### Supervisor & Administrative Capabilities

- Real-time live monitoring and listening of calls
- Instant alerts for live calls
- Administer live calls from remote PC via Internet
- System failure information with error reports
- Detailed information on user session

### Reporting & Call Record Management

- Caller/called id, date, time, duration, status & much more
- Daily, weekly, monthly and date-wise reports

- Status of calls on all configured telephone channels
- Archiving capability to CD/DVD with over 1.6 million minutes of compressed storage built-in

### Audio Recording & Playback

- Automatic recording of calls
- ActiveX based advanced audio player with AGC/DTMF capability
- Audio compression capability to PCM/GSM formats
- Export of audio files to MP3/PCM/AVI/GSM/G.711 A/ $\mu$ -law formats
- Backup to CD/DVD for restoration at central server

### User-centric Capabilities

- Audio call record playback with Play, Fast Forward, Rewind, Pause, Delete, Trim, Fade in/out audio, increase/decrease volume
- Listen to mark the specific region of a track and play
- Add comments to a recorded call
- Set restriction on recording of personal numbers

### Advanced Search Options

- Simple search using phone numbers, comments, duration, date etc.
- Find, search and sort multiple criterions using multiple fields

## Hardware Features

- 19" Rack mountable server
- Built-in LCD Display
- In-built Basic Keypad
- Built-in DVD Reader/Writer
- 2 x SATA HDD for redundant data storage
- Secure back-panel - No standard PC connectors like USB, Keyboard, Display are exposed for security
- Back-panel has LAN, Power and individual RJ11 sockets
- Automatic restart after power failure
- Can be expanded from 4 port to 128 ports using add-on cards
- Embedded Operating System

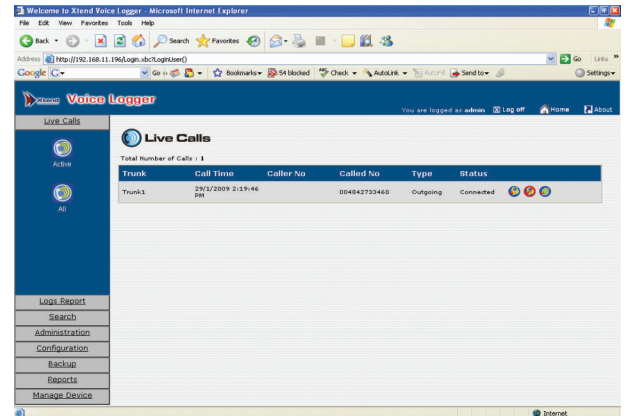
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*Note: Features and images shown here may vary depending on the latest version. The features discussed are the capability of Xtend Voice Logger and the actual features available will be based on the options selected by the client.*

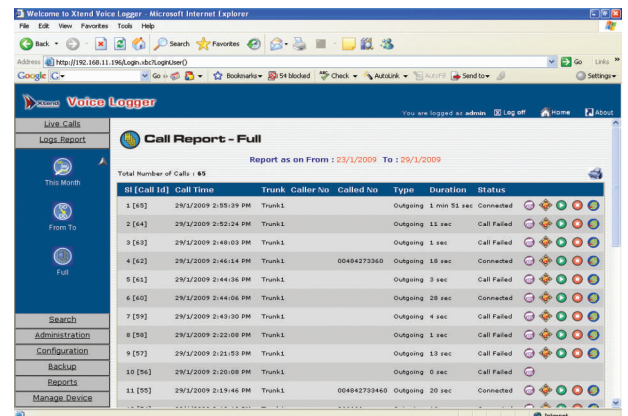
## Centralised Management

The centralised management module is available that will automatically query and collect voice records from all branches enabling the head office personnel to access, store and backup records in a centralised manner. Transfer of voice records is encrypted and performed via CD or automatically over the existing network. Centralised management module consists of following software features:

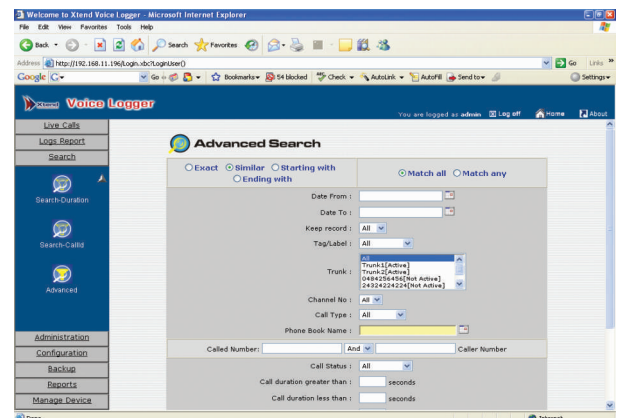
- Browser-based centralised data management & reporting
- Multiple logins with different access rights as set by an Administrator
- Extensive search options
- Displays real-time status of Xtend Voice Logger in all branches
- Shows Shutdown system status separately
- Running & faulty system information at Head Office (HO)
- Various alerts from branch Voice Logger are displayed at HO server (Disk low space/Time mismatch/Voice board failed)
- Real-time data updation to HO server
- Shows voice log updation details from client/branch to server system
- Multimedia audio player
- Automatic fetching of records from branch to HO
- Auto-restoration from CD/DVD to Centralised Voice Server at HO
- Location management & configuration
- Displays Region, Branch Office and respective locations in a structured way
- Location-wise restoration reports with Restored Time, Total Waves etc.
- Displays branch-wise log reports with Caller/ Called Id, Call Date, Time, Duration, etc. for each location
- Generates error reports for each location where Voice Logger is not running
- Retrieve details of specific calls in a faster pace through Simple and Advanced Search
- Get Region and Location-wise complete details with list of clients and terminals
- Share data with authorised users via e-mail
- Audio storage is tamper-evident, tamper-resistant and encrypted



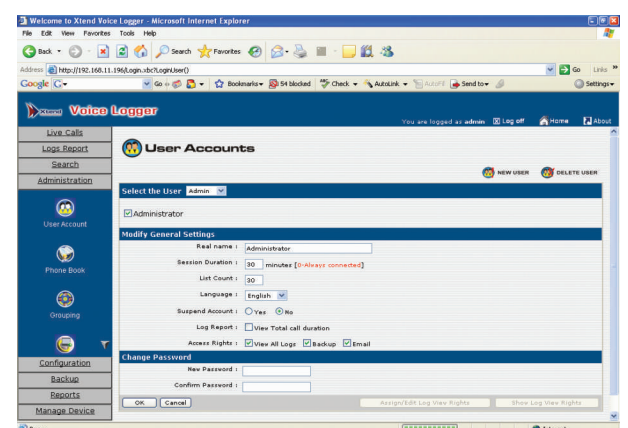
LIVE CALLS



CALL REPORT - FULL



ADVANCED SEARCH



USER ACCOUNT MANAGEMENT

# TECHNICAL SPECIFICATION

## Xtend Voice Logger - Appliance

### Hardware Features

Input From : Analog/ISDN PRI/VoIP/Digital Extension/Audio  
Model : Xtend Voice Logger - Appliance

<b>Dimension (in cm) (L x W x H)</b>	56 x 48.26 x 17.7	<b>Operating Conditions</b> Temperature : 10°C to 60°C Humidity : 8% to 90% Voltage : 230±10%
<b>Weight (kg)</b>	Minimum: 12, Maximum: 18	

### Software Parameters

#### Audio Player

Playback*	
Options	Settings
Play, Pause, Delete, Trim, Rewind, Fade In, Fade Out, Multiple Region Selection	Speed: -90% to +120% DTMF Muting, AGC, Loop

*\*The audio playback is accessible through the web interface. Different playback options and settings mentioned here are available through the web interface.*

### Wave Description

Sample Rates : 8 kHz  
Storage Format : GSM, PCM, G.711 A-Law, G.711  $\mu$ -Law  
Frequency Response : 300 – 3400 Hz (+/- 3dB)  
Signal to Noise Ratio : Better than 40 dB  
Distortion from Original Audio : Less than 3%  
Export Format : GSM, PCM, MP3, G.711 A-Law, G.711  $\mu$ -Law, AVI

### Voice Recording Modes

- Handset Up To Down
- Voice Activated (VOX)
- Continuous Mode
- Agent Trigger Mode
- Forced/Manual

### Recording Capacity

1,80,000 hours of recording

Voice Cards	Scalable upto
Analog	256+ Ports
ISDN PRI	16 E1
VoIP	300+ Phones
Digital Extension	120+ Ports
Audio	256+ Ports

*Note: The scaling capacity shown here shall vary for combined models.*

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